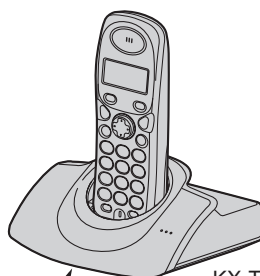


# Panasonic

## Operating Instructions



KX-TG1811

Charge the batteries for about 7 hours before initial use.

Digital Cordless Phone

Model No. **KX-TG1811NZ**

**KX-TG1812NZ**

**KX-TG1813NZ**

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**You must subscribe to Caller ID service to use this feature.**

### Caller ID

Please read these operating instructions before using the unit and save them for future reference.

## Introduction

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**Thank you for purchasing a new Panasonic digital cordless phone.**

**For your future reference**

Attach or keep original receipt to assist with any repair under warranty.

Serial No. (found on the bottom of the unit)
Date of purchase
Name and address of dealer

**Note:**

- In the event of problems, you should contact your equipment supplier in the first instance.

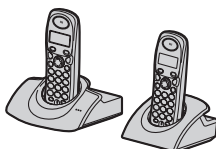
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## Your phone

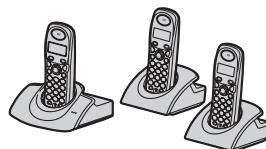
KX-TG1811



KX-TG1812



KX-TG1813



**Note:**

- The handsets have been pre-registered for use with their base unit. If not registered, see page 17.

## Included accessories

No.	Accessory items	Quantity		
		KX-TG1811	KX-TG1812	KX-TG1813
①	AC adaptor for base unit Part No. PQLV19AL	1	1	1
②	Telephone line cord	1	1	1
③	Rechargeable batteries AAA size Part No. HHR-55AAAB or HHR-4EPT	2	4	6
④	Handset cover <sup>*1</sup>	1	2	3
⑤	Charger Part No. PQLV30018	—	1	2
⑥	AC adaptor for charger <sup>*2</sup> Part No. PQLV200AL	—	1	2

\*1 The handset cover comes attached to the handset.

\*2 The AC adaptor for the charger comes connected with the charger.

①



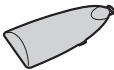
②



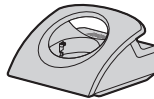
③



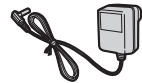
④



⑤



⑥

**Note:**

- When replacing the batteries, use only 2 rechargeable AAA size nickel metal hydride (Ni-MH) batteries. We recommend using Panasonic rechargeable batteries (Model No. HHR-4EPT).
- We cannot be responsible for any damage to the unit or degradation of performance which may occur from using non-Panasonic rechargeable batteries.

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### Important information

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#### General

- Use only the AC adaptor included with this product, noted on page 3.
- Do not connect the AC adaptor to any AC outlet other than a standard 220–240 V AC outlet.
- This product is unable to make calls when:
  - The portable handset battery(ies) need recharging or have failed.
  - There is a power failure.
  - The key lock feature is turned on.
  - The call bar feature is turned on (only phone numbers stored in the unit as emergency numbers can be called).
- Do not open the base unit or handset other than to replace the battery(ies).
- This product should not be used near emergency/intensive care medical equipment and should not be used by people with pacemakers.
- Care should be taken that objects do not fall onto, and liquids are not spilled into, the unit. Do not subject this product to excessive smoke, dust, mechanical vibration or shock.
- Only the included handset can be used with the base unit. No other handsets can be registered or used.

---

#### Environment

- Do not use this product near water.
- This product should be kept away from heat sources such as radiators, cookers, etc. It should also not be placed in rooms where the temperature is less than 5 °C or greater than 40 °C.
- The AC adaptor is used as the main disconnect device. Ensure that the AC outlet is installed near the unit and is easily accessible.

#### Warning:

- To prevent the risk of electrical shock, do not expose this product to rain or any other type of moisture.
- Unplug this unit from power outlets if it emits smoke, an abnormal smell or makes unusual noise. These conditions can cause fire or electric shock. Confirm that smoke has stopped and contact an authorised service centre.

---

#### Battery caution

- We recommend using the battery(ies) noted on page 3. **Use only rechargeable battery(ies).**
- Do not mix old and new batteries.
- Do not dispose of the battery(ies) in a fire, as they may explode. Check local waste management codes for special disposal instructions.
- Do not open or mutilate the battery(ies). Released electrolyte from the battery(ies) is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Exercise care when handling the battery(ies). Do not allow conductive materials such as rings, bracelets or keys to touch the battery(ies), otherwise a short circuit may cause the battery(ies) and/or the conductive material to overheat and cause burns.
- Charge the battery(ies) in accordance with the information provided in these operating instructions.
- Only use the included base unit (or charger) to charge the battery(ies). Do not tamper with the base unit (or charger). Failure to follow these instructions may cause the battery(ies) to swell or explode.

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#### General warnings

- This equipment will be inoperable when mains power fails.
- When a failure occurs which results in the

internal parts becoming accessible, disconnect the power supply cord immediately and return this unit to an authorised service centre.

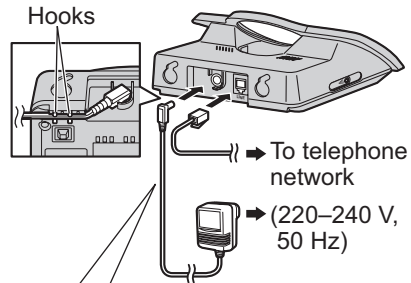
- Disconnect the telecom connection before disconnecting the power connection prior to relocating the equipment, and reconnect the power first.
- No “111” or other calls can be made from this device during a mains power failure. This equipment shall not be set to make automatic calls to the Telecom “111” Emergency Service.
- To minimise the possibility of lightning damage, when you know that a thunderstorm is coming, we recommend that you:
  - Unplug the telephone line cord from the phone jack.
  - Unplug the AC adaptor from the AC power outlet.
- The earpiece on the handset is magnetised and may retain small metallic objects.
- This equipment has been tested and found to comply with AS/NZS 3548: 1995 limits for electromagnetic interference. Any modifications to any part of the system or to any peripherals may void the EMC compliance of the system or the peripherals.
- Not all telephones will respond to incoming ringing when connected to the extension socket.
- This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

**Important notice:**

- Under power failure conditions, this telephone may not operate. Please ensure that a separate telephone, not dependent on local power, is available for emergency use.

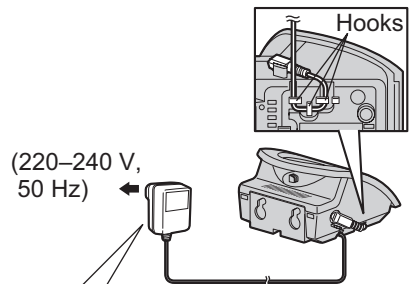
## Connections

### Base unit



Use only the included AC adaptor and telephone line cord.

### Charger (KX-TG1812 and KX-TG1813 only)



Use only the included AC adaptor.

### Note:

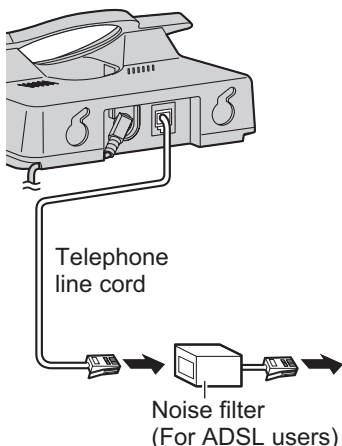
- Never install telephone wiring during a lightning storm.
- Do not connect the AC adaptor to a ceiling-mounted AC outlet, as the weight of the adaptor may cause it to become disconnected.
- The unit will not work during a power failure. We recommend connecting a standard telephone to the same telephone line or to the same telephone jack using a BT double adaptor.
- The unit is not designed to be used with

## Preparation

rotary (pulse dialling) services.

### If you subscribe to an ADSL service

- Please attach a noise filter (contact your ADSL service provider) to the telephone line between the base unit and the telephone line jack in the event of the following:
  - Noise is heard during conversations.
  - Caller ID features (page 14) do not function properly.



### Location

For maximum distance and noise-free operation, place your base unit:

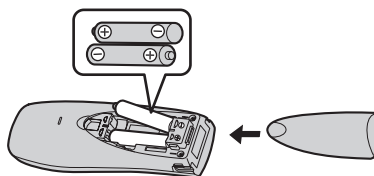
- Away from electrical appliances such as TVs, radios, personal computers or other phones.
- In a convenient, high and central location.

## Battery installation

### Important:

- Wipe the battery ends (⊕, ⊖) with a dry cloth.
- Install the batteries without touching the battery ends (⊕, ⊖) or the unit contacts.

Insert the batteries negative (⊖) terminal first. Close the handset cover.



### Note:

- Use only the included rechargeable batteries (page 3, 4).

## Turning the power on/off

### Power on

- Press [**⏻**] for about 1 second.

### Power off

- Press [**⏻**] for about 2 seconds.

## Battery charge

Place the handset on the base unit or charger for about 7 hours before initial use.

### Battery strength

Battery icon	Battery strength
	Fully charged.
	High
	Medium
	Low
	Needs to be charged.

### Panasonic Ni-MH battery performance

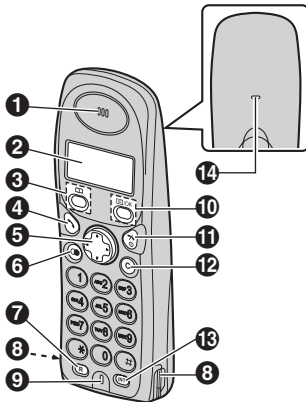
Operation	Operating time
In continuous use	10 hours max.
In continuous standby mode	120 hours max.

## Note:

- It is normal for batteries not to reach full capacity at the initial charge. Maximum battery performance is reached after a few complete cycles of charge/discharge (use).
- Actual battery performance depends on a combination of how often the handset is in use and how often it is not in use (standby).
- Even after the handset is fully charged, the handset can be left on the base unit or charger without any ill effect on the batteries.
- The battery strength may not be displayed correctly after you replace the batteries. In this case, place the handset on the base unit or charger and charge for at least 7 hours.

## Controls

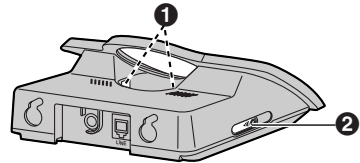
### Handset



- 1** Receiver
- 2** Display
- 3** [☰] (Phonebook)
- 4** [↶] (Talk)
- 5** Navigator ([▲]/[▼]/[▶]/[◀])
- 6** [●] (Redial/Pause)
- 7** [R] (Recall)
- 8** Charge contacts
- 9** Microphone
- 10** [☰/OK] (Menu/OK)
- 11** [✕/⊙] (Off/Power)
- 12** [C] (Clear)
- 13** [INT] (Intercom)
- 14** Ringer

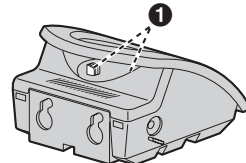
- 7** [R] (Recall)
- 8** Charge contacts
- 9** Microphone
- 10** [☰/OK] (Menu/OK)
- 11** [✕/⊙] (Off/Power)
- 12** [C] (Clear)
- 13** [INT] (Intercom)
- 14** Ringer

### Base unit



- 1** Charge contacts
- 2** [⋈] (Page)

### Charger (KX-TG1812 and KX-TG1813 only)



- 1** Charge contacts

## Displays

Icons	Meaning
	Within range of base unit
	Out of range, no registration or no power on base unit
	Paging, intercom mode or accessing base unit
	Making or answering a call
	Phonebook mode
	Setting mode

Icons	Meaning
	For call minder (page 14)
	Battery strength
	Call bar is on (page 11).
	Direct call is on (page 11).
	Key lock is on (page 9).
	Ringer volume is off (page 11).
	Displayed when you press [H].
	If "BS NO" is selected for standby mode display (page 11) and the current base unit number is 1, "-1-" is displayed.
	If "HS NO" is selected for standby mode display (page 11) and the current handset number is 2, "[2]" is displayed.
<div style="border: 1px solid black; padding: 5px; display: inline-block;">04</div> <p><b>4 new calls</b> When new calls have been received, the display will show the number of new calls.</p>	

## Symbols used in these operating instructions

Symbol	Meaning
[/OK]	Press [/OK].
→	Proceed to the next operation.
" "	Select the words in quotations shown on the display (e.g., "SETTING HS") by pressing [▲] or [▼].

## Display language

- 1 [/OK]
- 2 Press [▲] or [▼] to select "SETTING HS". → [▶]
- 3 Press [▲] or [▼] to select "DISPLAY OPT". → [▶]
- 4 Press [▲] or [▼] to select "LANGUAGE". → [▶]
- 5 Press [▲] or [▼] to select the desired language. → [▶] → []

### Note:

- If you select a language you cannot read, press [], [/OK], press [▼], press [▶], press [▼] 3 times, press [▶], press [▼] 2 times, press [▶], select the desired language, then press [▶]. Press [].

## Date and time

- 1 [/OK]
- 2 Press [▲] or [▼] to select "SETTING BS". → [▶] → []
- 3 Enter the current hour and minute (24-hour time entry).
  - If you make a mistake, press [C]. Digits will be cleared from the right.
- 4 [▶] 2 times → [] 2 times
- 5 Enter the current day, month, and year.
  - If you make a mistake, press [C]. Digits will be cleared from the right.
- 6 [▶] → []



## Making calls

- 1 Dial the phone number. → [↩]
- 2 When finished talking, press [⏏] or place the handset on the base unit or charger.

## Answering calls

- 1 Press [↩] to answer the call.
  - You can also answer a call by pressing any dial key from [0] to [9], [✱], [✚], or [INT]. (Any key answer feature)
- 2 When finished talking, press [⏏] or place the handset on the base unit or charger.

### Handset locator

- 1 Press [📶] on the base unit.
- 2 To stop paging, press [📶] on the base unit or press [↩] on the handset.

## To adjust the receiver volume

Press [▲] or [▼] while on a call.

## Pause button (for PBX/long distance service users)

A pause is sometimes required when making calls using a PBX or long distance service. Pressing [⏏] 1 time creates 1 pause. Press [⏏] repeatedly to create longer pauses.

## Redial functions (Redialling/ Storing/Editing before calling/ Erasing)

- 1 [⏏] → Press [▲] or [▼] to select the desired number.
- 2 ■ Redialling:

[↩]

### ■ Storing:

[▶] → "SAVE TEL NO" → [▶] →

[☑/OK] → Enter the name (9 characters max.; page 10). →

[☑/OK]

### ■ Editing before calling:

[▶] → "EDIT CALL NO" → [▶]

→ Edit the number. → [↩]

### ■ Erasing:

[▶] → "CLEAR"/"ALL CLEAR" →

[▶] → "YES" → [▶] → [⏏]

## Key lock

The handset can be locked so that no calls or settings can be made. Incoming calls can be answered, but all other functions are disabled while key lock is on.

To turn key lock on, press [☑/OK] for about 2 seconds.

To turn key lock off, press [☑/OK] for about 2 seconds.

## R button (to use the recall feature)

[R] is used to access optional telephone services. Contact your service provider/telephone company for details.

### Note:

- If your unit is connected to a PBX (private branch exchange), consult your PBX dealer for details.

## Call waiting

Call waiting is a service offered by your service provider/telephone company whereby a second caller can be answered while online with the first caller. To answer the second caller, press [R]. To return to the first caller, press [R] again. Please consult your service provider/telephone company for details of this service.

## Adding entries to the phonebook

The phonebook allows you to make calls without having to dial manually. You can add 50 names and phone numbers to the phonebook.

- 1 **[OK]** 2 times
- 2 Enter the party's phone number (24 digits max.). → **[OK]**
- 3 Enter the party's name (9 characters max.). → **[OK]** → **[\*0]**

### Note:

- When caller information is received and it matches a phone number stored in the unit's phonebook, the stored name will be displayed.

### Character table

Keys	Characters
<b>[1]</b>	# [ ] * , - / 1
<b>[2]</b>	A B C 2
<b>[3]</b>	D E F 3
<b>[4]</b>	G H I 4
<b>[5]</b>	J K L 5
<b>[6]</b>	M N O 6
<b>[7]</b>	P Q R S 7
<b>[8]</b>	T U V 8
<b>[9]</b>	W X Y Z 9
<b>[0]</b>	(Space) 0

### Note:

- To enter another character located on the same dial key, press **[▶]** to move the cursor to the next space, then press the appropriate dial key.

### To edit/correct a mistake

- 1 Press **[◀]** or **[▶]** to move the cursor to the right of where you want to correct the

number/character.

- 2 **[C]** → Enter the correct number/character.

## Making calls/Editing/Erasing

- 1 **[OK]** → Press **[▲]** or **[▼]** to display the desired entry.

### 2 ■ Making calls:

**[↶]**

#### ■ Editing:

**[▶]** → "EDIT" → **[▶]** → Edit the phone number. → **[OK]** → Edit the name. → **[OK]**

#### ■ Erasing:

**[▶]** → "CLEAR" → **[▶]** → "YES" → **[▶]** → **[\*0]**

## Hot key (quick dial)

### Assigning an entry in the phonebook to a hot key

Dial keys **[1]** to **[9]** can each be used as a "hot key", allowing you to dial a number from the phonebook by simply pressing a dial key.

- 1 **[OK]** → Press **[▲]** or **[▼]** to display the desired entry. → **[OK]**

- 2 "HOT KEY REG" → **[▶]**

- 3 Select the desired dial key. → **[▶]**

- If the dial key is already assigned as a hot key, the displayed number will flash.

- 4 "YES" → **[▶]** → **[\*0]**

### Making calls/Erasing

- 1 Press and hold the desired hot key (**[1]** to **[9]**).

### 2 ■ Making calls:


**[↶]**


#### ■ Erasing:

**[▶]** 2 times → "YES" → **[▶]** → **[\*0]**

## Guide to handset settings

To customise the handset:

- 1 **[/OK]**
- 2 Press **[▲]** or **[▼]** to select “**SETTING HS**”. → **[▶]**
- 3 Press **[▲]** or **[▼]** to select the desired item in the handset settings menu. → **[▶]**
- 4 Press **[▲]** or **[▼]** to select the desired item in the sub-menu. → **[▶]**
- 5 Press **[▲]** or **[▼]** to select the desired setting, or follow the instructions in the “Feature” column of the chart.
  - To exit the operation, press **[✕0]**.

Handset settings menu	Sub-menu	Feature (default setting)
TIME ALARM	SET TIME	Set time alarm. <ul style="list-style-type: none"> <li>• Set the date and time beforehand (page 8).               <ul style="list-style-type: none"> <li>– Enter the desired hour and minute (24-hour time entry). → <b>[▶]</b></li> <li>– Select the desired setting. → <b>[▶]</b></li> </ul> </li> </ul>
	SET ALARM	Change alarm frequency (“OFF”).
RINGER OPT	RINGER VOL	Handset ringer volume (level 6)
	EXT RINGER	Ringer type for external calls (“RING TYPE 1”)
	INT RINGER	Ringer type for internal calls (“RING TYPE 1”)
	PAGING	Ringer type for page (“RING TYPE 1”)
	ALARM	Ringer type for alarm (“RING TYPE 1”)
TONE OPT	KEY TONE	Keytones on/off (“ON”)
	CALL WAITING	Call waiting tone on/off (“ON”)
	RANGE ALARM	Range alarm on/off (“OFF”)
	BATTERY LOW	Battery low alarm on/off (“ON”)
DISPLAY OPT	STANDBY MODE	Standby mode display (“CLOCK”)
	TALK MODE	Talk mode display (“TALK TIME”)
	LANGUAGE	Display language (“ENGLISH”): page 8
CALL OPT	CALL BAR	Call bar on/off (“OFF”) <sup>*1</sup> <ul style="list-style-type: none"> <li>– Enter handset PIN (default: “0000”).<sup>*2</sup></li> <li>– Select the desired setting. → <b>[▶]</b></li> </ul>
	DIRECT NO	Store direct call number. <sup>*3</sup> <ul style="list-style-type: none"> <li>– Enter a phone number (24 digits max.).</li> <li>– <b>[/OK]</b> 2 times → “ON” → <b>[▶]</b></li> </ul>
	SET DIRECT	Direct call on/off (“OFF”)

## Useful Telephone Settings

Handset settings menu	Sub-menu	Feature (default setting)
OTHER OPT	HSPIN CHANGE	Change handset PIN ("0000").* <sup>4</sup> – Enter the current 4-digit handset PIN.* <sup>2</sup> – Enter the new 4-digit handset PIN. – Enter the new 4-digit handset PIN again.
	AUTO TALK	Auto talk on/off ("OFF")* <sup>5</sup>
RESET HS	_____	Reset handset to its default settings. – Follow steps 1, 2, and 3. – Enter handset PIN (default: "0000").* <sup>2</sup> – [▼] → [▶]

\*1 Call bar feature prohibits making outside calls. When call bar is turned on, only emergency calls can be made. To store emergency numbers, see page 13.

\*2 If you forget your PIN, consult your nearest Panasonic service centre.

\*3 Direct call feature allows you to dial a preset phone number simply by pressing [↩]. No dialling is necessary.

\*4 If you change the PIN, please write down your new PIN as the unit will not reveal the PIN to you.

\*5 Auto talk feature allows you to answer calls simply by lifting the handset off the base unit or charger. You do not need to press [↩].

## Guide to base unit settings

To customise the base unit:

1 [≡/OK]

2 Press [▲] or [▼] to select "SETTING BS". → [▶]

• "INPUT CODE" is displayed.

3 Enter the desired code number. Follow the instructions in the "Feature" column of the chart.

• To exit the operation, press [✕/0].

Code No.	Feature (Default setting)
[0]	Reset base unit to its default settings.* <sup>1</sup> – Enter base unit PIN (default: "0000").* <sup>2</sup> → [▶]
[3]	Recall time (600 ms)* <sup>3</sup> – Enter base unit PIN (default: "0000").* <sup>2</sup> → [2] → [1] – Select the desired setting by pressing [1] for 100 ms or [2] for 600 ms. → [▶]
[5]	Change base unit PIN ("0000").* <sup>4</sup> – Enter the current 4-digit base unit PIN.* <sup>2</sup> – Enter the new 4-digit base unit PIN. – Enter the new 4-digit base unit PIN again.

Code No.	Feature (Default setting)
[6]	<p>Call restriction<sup>*5</sup></p> <p>■ <b>Setting call restriction</b></p> <ul style="list-style-type: none"> <li>– Enter base unit PIN (default: “0000”).<sup>*2</sup> → Press the desired handset numbers. → [▶]</li> <li>– Enter the phone number to be restricted (8 digits max.). <ul style="list-style-type: none"> <li>● To select a different memory location, press [▶] and enter a number.</li> </ul> </li> <li>– [▶]</li> </ul> <p>■ <b>Turning on/off call restriction</b></p> <ul style="list-style-type: none"> <li>– Enter base unit PIN (default: “0000”).<sup>*2</sup> <ul style="list-style-type: none"> <li>● Handset number will be displayed. A flashing number indicates call restriction is on; a non-flashing number indicates call restriction is off.</li> </ul> </li> <li>– Press the desired handset numbers to turn on/off. → [▶] 2 times</li> </ul> <p>Emergency number (“111”, “911”, “999”)<sup>*6</sup></p> <ul style="list-style-type: none"> <li>– Enter base unit PIN (default: “0000”).<sup>*2</sup> → [✱]</li> </ul> <p>■ <b>Storing:</b></p> <ul style="list-style-type: none"> <li>– Enter the emergency number (8 digits max.). <ul style="list-style-type: none"> <li>● To select a different memory location, press [▶] and enter a number.</li> </ul> </li> <li>– [▶]</li> </ul> <p>■ <b>Editing:</b></p> <p>Press [▶] to display the desired number. → [C] → Enter the new emergency number. → [▶]</p>
[✱]	Date and time: page 8

\*1 Only the emergency number setting will not be reset.

\*2 If you forget your PIN, consult your nearest Panasonic service centre.

\*3 Change the recall time if necessary to suit your PBX or service provider/telephone company. For further information, consult your nearest Panasonic service centre.

\*4 If you change the PIN, please write down your new PIN as the unit will not reveal the PIN to you.

\*5 Call restriction feature restricts the handset from dialling certain phone numbers. You can assign up to 10 phone numbers (memory locations 0–9) to be restricted.

\*6 Emergency number feature determines which phone numbers may be dialled while the call bar feature is turned on. A total of 4 emergency numbers (memory locations 1–4) can be stored.

The default setting for emergency numbers are stored in the first 3 memory locations. It is recommended that you do not overwrite these numbers.

### Using Caller ID service

#### Important:

- This unit is Caller ID compatible. To use Caller ID features (such as displaying caller phone numbers), you must subscribe to Caller ID service. Consult your service provider/telephone company for details.

For all local and national incoming calls, your display will show the area code (e.g. 09 for Auckland) or the cellular prefix (e.g. 0274 for Telecom Cellular) followed by the caller's telephone number. An Auckland caller's number will be displayed as 09XXXXXXX. The seven X's represent the seven digits of the caller's telephone number. A caller from a 6-digit Telecom Cellular number will be displayed as 0274XXXXXX. For incoming international calls, your display may only show "0000". For business users on a Centrex line, your display will show Centrex extension numbers in the shorter extension number format used within your company.

- The Caller ID information will not be presented on incoming fax calls if Telecom FaxAbility is used.

#### Using toll services from Telecom or another company

Your service provider/telephone company may charge you for a local call if the number dialled has the area code prefix included. If this is unacceptable, dial only the 7-digit local number. Do not dial the **[0]** prefix or the area code.

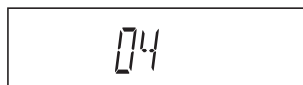
### Caller ID features

#### Display indications

- When new calls have been received, the display will show the number of new calls.

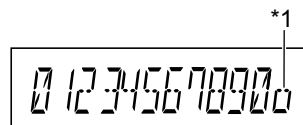
**Example:** 4 new calls have been

received.



- Phone numbers of the last 50 different callers will be logged in the caller list.

**Example:**



- \*1 Shown when this call has already been viewed or answered. Press **[↶]** to call back.

- **"OUT OF AREA"**: When the caller dialled from an area which does not provide Caller ID service.
- **"PRIVATE"**: When the caller requested not to send caller information.

### Storing/Editing/Erasing

- 1 Press **[▲]** or **[▼]** to display the desired entry. → **[▶]**

#### 2 ■ Storing:

"SAVE TEL NO" → **[▶]** → **[☐/OK]**  
→ Enter the party's name (9 characters max.; page 10). →  
**[☐/OK]** → **[↶⓪]**

#### ■ Editing:

The caller's telephone number, which is sent to your telephone from your local telephone exchange, includes "0" and an area code prefix. For local calls, "0" and the area code prefix can be omitted.


"EDIT CALL NO" → **[▶]** → Press **[◀]** or **[▶]** to move the cursor to the right of where you want to edit the number. → Edit the phone number. → **[↶]**

#### ■ Erasing:



"CLEAR"/"ALL CLEAR" → **[▶]** →  
"YES" → **[▶]** → **[↶⓪]**

## For Telecom Call Minder or TelstraClear Message Mailbox service subscribers

To receive Call Minder or Message Mailbox messages, please note the following:

“Call Minder” and “Message Mailbox” are automatic answering services offered by your service provider/telephone company. If you subscribe to this service, your service provider/telephone company’s Voice Mail system will answer calls for you when you are unavailable to answer the phone or when your line is busy. Messages are recorded by your service provider/telephone company, not your telephone. Your service provider/telephone company uses a “Stutter” dial tone (special dial tone) to indicate that you have new messages. When you have new messages,  will be displayed on the handset. Please consult your service provider/telephone company for details of this service.

### Note:

- If  still remains on the display even after you have listened to new messages, turn it off by pressing and holding [  ] for 2 seconds.

---

### Intercom between handsets (KX-TG1812 and KX-TG1813 only)

Intercom calls can be made between handsets in the same radio cell.

**Example:** When handset 1 calls handset 2

**1 Handset 1:**

[INT] → Press [2] (desired handset number).

**2 Handset 2:**

Press [📞] to answer.

**3** When finished talking, press [📞].

---

### Transferring calls between handsets, conference calls (KX-TG1812 and KX-TG1813 only)

Outside calls can be transferred between 2 people in the same radio cell. 2 people in the same radio cell can have a conference call with an outside party.

**Example:** When handset 1 transfers a call to handset 2

**1 Handset 1:**

During an outside call, press [INT] → Press [2] (desired handset number).

- The outside call will be put on hold.
- If there is no answer, press [INT] to return to the outside call.

**2 Handset 2:**

Press [📞] to answer the page.

- Handset 2 can talk with handset 1.

**3 Handset 1:**

To complete the call transfer, press [📞].

To establish a conference call, press [3].

---

### Transferring a call without speaking to the other handset user

**1** During an outside call, press [INT]. → Press the desired handset number.

- 📞 flashes to indicate the outside call is on hold.

**2 [📞]**

- The outside call rings at the other handset.

**Note:**

- If the other handset user does not answer the call within 30 seconds, the call will ring at your handset again.






## Troubleshooting

If you still have difficulties after following the instructions in this section, disconnect the AC adaptor and turn off the handset, then reconnect the AC adaptor and turn on the handset.

Problem	Cause & solution
Y is flashing.	<ul style="list-style-type: none"> <li>• The handset is too far from the base unit. Move closer.</li> <li>• The AC adaptor is not connected. Check the connections.</li> <li>• You are using the handset or base unit in an area with high electrical interference. Place the handset and base unit away from interference sources, such as antennas and mobile phones.</li> <li>• The handset registration is cancelled. Register the handset to the base unit using the following method.               <ol style="list-style-type: none"> <li>1 <b>[/OK]</b></li> <li>2 <b>"SETTING HS" → [▶]</b></li> <li>3 <b>"REGISTRATION" → [▶]</b></li> <li>4 <b>"REGISTER HS" → [▶]</b></li> <li>5 Press and hold <b>[]</b> on the base unit for about 5 seconds.                   <ul style="list-style-type: none"> <li>• If all registered handsets start ringing, press <b>[]</b> to stop, then start again from step 1.</li> <li>• The rest of the procedure must be completed within 1 minute.</li> </ul> </li> <li>6 Press <b>[▲]</b> or <b>[▼]</b> to select a base unit number. → <b>[▶]</b></li> <li>7 Wait until <b>"BS PIN"</b> is displayed. → Enter base unit PIN (default: "0000"). → <b>[▶]</b> <ul style="list-style-type: none"> <li>• If you forget your PIN, consult your nearest Panasonic service centre.</li> <li>• A confirmation tone will sound, and Y will stop flashing.</li> <li>• If Y is still flashing, start again from step 1.</li> </ul> </li> </ol> </li> </ul>
The unit does not ring.	<ul style="list-style-type: none"> <li>• The ringer volume is turned off. Adjust the ringer volume (page 11).</li> </ul>
The handset display is blank.	<ul style="list-style-type: none"> <li>• The handset is not turned on. Turn the power on (page 6).</li> </ul>
The handset will not turn on.	<ul style="list-style-type: none"> <li>• Make sure that the batteries are installed correctly (page 6).</li> <li>• Fully charge the batteries (page 6).</li> </ul>

## Useful Information

Problem	Cause & solution
I cannot make or receive calls.	<ul style="list-style-type: none"> <li>• The AC adaptor or telephone line cord is not connected. Check the connections.</li> <li>• If you are using a BT double adaptor to connect the unit, remove the adaptor and connect the unit to the phone wall socket directly. If the unit operates properly, check or replace the adaptor.</li> <li>• The call bar feature is turned on. Turn it off (page 11).</li> <li>• You dialled a call restricted number (page 13).</li> <li>• The key lock feature is turned on. Turn it off (page 9).</li> <li>• The unit is not designed to be used with rotary (pulse dialling) services.</li> </ul>
A busy tone is heard when  is pressed.	<ul style="list-style-type: none"> <li>• The handset is too far from the base unit. Move closer and try again.</li> </ul>
Static, sound cuts in/out, fades. Interference from other electrical units.	<ul style="list-style-type: none"> <li>• Place the handset and the base unit away from other electrical appliances.</li> <li>• Move closer to the base unit.</li> <li>• Your unit is connected to a telephone line with ADSL (JetStream) service. We recommend that you contact your ADSL service provider to have an ADSL Splitter installed. We do not recommend the use of generic ADSL filters. Contact your ADSL service provider for details.</li> </ul>
Noise is heard during a call.	<ul style="list-style-type: none"> <li>• You are using the handset or base unit in an area with high electrical interference. Place the handset and base unit away from interference sources, such as antennas and mobile phones.</li> </ul>
Pressing  does not display/dial the last number dialled.	<ul style="list-style-type: none"> <li>• The redialled number was more than 24 digits long. Redial the number manually.</li> </ul>
I fully charged the batteries, but  still flashes.	<ul style="list-style-type: none"> <li>• Clean the charge contacts and charge again (page 6).</li> <li>• It is time to replace the batteries (page 6).</li> </ul>
I fully charged the batteries, but the operating time seems to be short.	<ul style="list-style-type: none"> <li>• Wipe the battery ends (<math>\oplus</math>, <math>\ominus</math>) and the unit contacts with a dry cloth.</li> </ul>
Caller information is not displayed.	<ul style="list-style-type: none"> <li>• You must subscribe to Caller ID service.</li> <li>• Your unit is connected to a telephone line with ADSL (JetStream) service. We recommend that you contact your ADSL service provider to have an ADSL Splitter installed. We do not recommend the use of generic ADSL filters. Contact your ADSL service provider for details.</li> <li>• Other telephone equipment such as a monitored Burglar Alarm or the modem in the SKY Digital decoder may be interfering with this unit. Disconnect the other equipment and try again.</li> </ul>

## Specifications

- **Number of channels:** 120 Duplex Channels
  - **Frequency range:** 1.88 GHz to 1.9 GHz
  - **Duplex procedure:** TDMA (Time Division Multiple Access)
  - **Channel spacing:** 1,728 kHz
  - **Bit rate:** 1,152 kbit/s
  - **Modulation:** GFSK (Gaussian Frequency Shift Keying)
  - **RF transmission power:** Approx. 250 mW
  - **Power source:** 220–240 V, 50 Hz
  - **Power consumption:**
- Base unit:**  
Standby: Approx. 3.5 W  
Maximum: Approx. 9.2 W
- Charger\*<sup>1</sup>:**  
Standby: Approx. 0.6 W  
Maximum: Approx. 5.0 W
- **Operating conditions:** 5 °C–40 °C, 20 %–80 % relative air humidity (dry)
  - **Dimensions:**
- Base unit:** Approx. 58 mm × 123 mm × 115 mm
- Handset:** Approx. 143 mm × 48 mm × 32 mm
- Charger\*<sup>1</sup>:** Approx. 60 mm × 86 mm × 84 mm
- **Mass (weight):**
- Base unit:** Approx. 180 g
- Handset:** Approx. 120 g
- Charger\*<sup>1</sup>:** Approx. 120 g

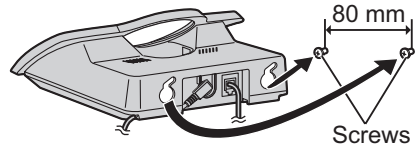
\*1 KX-TG1812 and KX-TG1813 only

### Note:

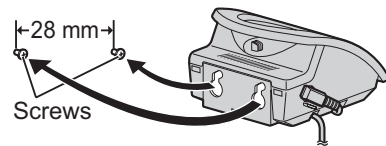
- Specifications are subject to change.
- The illustrations used in these operating instructions may differ slightly from the actual product.

## Wall mounting

### Base unit



### Charger (KX-TG1812 and KX-TG1813 only)



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